PLAINVIEW-OLD BETHPAGE CENTRAL SCHOOL DISTRICT

GoGuardian Parent App | Frequently Asked Questions

Below are answers to common questions about the GoGuardian Parent App at POBCSD. For additional help, visit **tickets.pobschools.org**.

Q What is the GoGuardian Parent App?

A GoGuardian Parent is a free app for iOS and Android that lets the district share your child's Chromebook activity with you and gives you optional controls -- website filters, internet pause, and scheduled offline time -- during at-home hours. It works on school-managed devices only, not personal devices.

Q What email do I use to log in?

A Use the email address on file with the district in Infinite Campus. If the app says it cannot verify your email, double-check the spelling. If it is correct, contact your child's school office to confirm the address is on file.

Q The 'I Agree' button says 'Read to the bottom' -- what do I do?

A Scroll to the very bottom of the Terms & Conditions text box (not the page), check the confirmation checkbox, and the button will become active. If it still does not work, close the app, confirm your device has internet, reopen it, and try again.

Q What features has POBCSD enabled?

A Activity Summary (Top 5 Websites, Documents, Apps & Extensions -- Last Day / 7 / 14 / 30 Days), Website Filters (block sites at home), and Time Limits / Internet Pause. Teacher Interventions and detailed browsing history are not shown to parents.

Q Can I see everything my child does online?

A No. The Summary shows Top 5 charts per category (Websites, Documents, Apps & Extensions). Detailed browsing history and specific page content are not visible to parents. The Activity tab is not enabled for POBCSD.

Q Can I control the Chromebook during school hours?

A No. Filters, pausing, and scheduling are restricted to at-home hours only. During school hours (7:00 AM to 4:00 PM, Monday through Friday), the district's policies are fully in effect and cannot be changed by parents.

Q How do I block a website?

A Tap Filters in the bottom navigation, then tap + ADD WEBSITE. Enter the domain (e.g., tiktok.com or mail.google.com) and tap Create. It takes approximately 2 minutes to take effect. If your child stays on a page without navigating, the block applies on their next page navigation. Note: wildcard expressions (e.g., *.site.com) are NOT supported. To remove a filter, press and hold the right side of the entry and drag left.

Q Can I use GoGuardian Parent to allow a site the school has blocked?

A No. GoGuardian Parent can only add additional blocks on top of the school's policies. It cannot override or allow a site that the school has blocked.

Q How do I pause my child's internet?

A Tap Time Limits in the bottom navigation, then tap the black Pause button. Choose a duration: 15 minutes, 30 minutes, 60 minutes, 2 hours, 4 hours, or For today. A countdown shows when internet will resume. Tap Resume Internet to restore early. It may take about 2 minutes to take effect.

Q How do I set a recurring offline schedule?

A Tap Time Limits, then tap + ADD SCHEDULE. Set a start time, end time, and days of the week, then tap Create. For overnight scheduling (e.g., 9 PM to 7 AM), create two separate schedules per day -- for example, 8:30 PM to 12:00 AM and 12:00 AM to 7:30 AM -- since a single schedule cannot span midnight.

Q What if I don't receive the verification email?

A Check your spam or junk folder first. If it is not there, use the 'Login with verification code' option in the app and enter the PIN from the email manually. If you still cannot log in, contact your school office to verify the correct email address is in Infinite Campus.

Q My child has two parents/guardians. Can both use the app?

A Yes. Each guardian logs in with their own email address. Both emails must be on file in Infinite Campus. Each person authenticates and manages settings independently.

Q Does GoGuardian monitor my child on personal devices at home?

A No. GoGuardian only monitors activity on the school-issued Chromebook when the student is signed into their school Google account. Personal phones, tablets, and home computers are not monitored.

Q Who do I contact for help?

A Submit a help ticket at tickets.pobschools.org and the Technology Department will follow up. For GoGuardian-specific support, visit support.goguardian.com.